

**Information Technology Support Services – Questions and Answers**

No.	Question	Response
1	Because it is not possible to fill out PDF versions of the forms that Offerors are required to fill out (e.g., Relevant Experience Worksheet, Past Performance Questionnaire, Pricing Attachment, etc.), will the Government provide Word and Excel versions of these forms?	The Government will provide Attachment 1 in Excel and Attachments, 6, 7, & 8 in Word.
2	Sect. L.15.a reads, “(a) Volume 1 – Technical Proposal: (One (1) original and four (4) copies; two (2) CD ROM copies in Microsoft Word 2010).” Will the Government provide Attachments 6, 7 and 8 in Word format?	See the answer to Question No. 1
3	Please provide editable versions of the pricing attachments in Excel format since delivery is required in this format. Otherwise, please confirm that offerors are expected to duplicate the format as closely as possible in Excel for submission.	See the answer to Question No. 1
4	Sect. L.15.b: Does the Government mean that Attachment 1 must be provided in Excel, but all other requirements may be provided in pdf such as the signed RFP cover page, reference to "Representations and Certifications" and amendments?	See the answer to Question No. 1
5	Sect. L.15.b: “Volume 2 – Price Proposal: (1 original and four (4) copies; two (2) CD ROM copies in Microsoft Excel Version 2010)” Will the government accept any versions of Excel newer than 2010?	See the answer to Question No. 1
6	Since the price proposal must be submitted in Excel, will the Government provide Attachment 1 in Excel format?	See the answer to Question No. 1
7	Sect. L.15.b reads, “-a completed Attachment 1 entitled “ITSS Labor Categories” with supporting detail. The price shall include proposed fully burdened hourly rates. The price proposal is required in Microsoft Excel.”	See the answer to Question No. 1

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	Will the Government provide Attachment 1 in Excel format?	
8	Section L.15, Page 60: Attachment 1 is provided as a PDF file, but the requirement is for us to provide it in MS Excel. Can the government please release Attachment 1 as a PDF file so that we may properly respond to this requirement?	See the answer to Question No. 1
9	Attachment 1: Will the Government provide Attachment 1 in Excel format?	See the answer to Question No. 1
10	Attachment 1 Price Tables: Would the government provide the pricing table attachments in excel format?	See the answer to Question No. 1
11	Could the Government please provide editable copies (MS Word or MS Excel) of Attachments 1, 6, 7, and 8 for ease of completion by offerors?	See the answer to Question No. 1
12	To facilitate the completion of the past performance questionnaires, will the Government provide Attachment 8 in pdf fillable or Microsoft Word?	See the answer to Question No. 1
13	L.15: Factor 2 – Page 63: Do the Letter of Commitments count towards the 3 Page resume limit?	No, the letter of commitment it is not part of the page count. The other documents that are not included in the page count are the table of contents and the dividers. See Section L.15 (d) Page 60.
14	RFP p.63 Section L – “Instructions, Conditions and Notices To Offerors” L.15, “Proposal Requirements,” (c), Factor 2, “Management Approach,”	

No.	Question	Response
	<b>"Key Personnel": Will the government please clarify if the page limit for resumes is 3 pages each plus an additional page for the Letter of Commitment (for 4 total pages), or if the 3 pages must include the Letter of Commitment (for 3 total pages)?</b>	See the response to Question No. 13
15	Sect. L.15.e.1, Factor 1 reads, "If listing contract references from a proposed subcontractor, then a signed teaming agreement and plan must also be submitted with the Past Performance volume...The teaming plan shall not exceed 5 pages and is not included in the 25-page limit for this factor." A teaming agreement typically exceeds 5 pages. Will the Government accept a teaming plan with a letter of commitment from the teaming partner in order to meet the 5-page limit?	Yes, The teaming plan and letter of commitment is not included in the page count and will not be evaluated.
16	Section L.15.b, Page 63: Are letters of commitment required by employees that are the current employees of the prime or its subcontractors?	No, letters of commitment are not required by key personnel (who are the prime offeror's employees.) The Program Manager must be the prime offeror's employee. However, if the proposed Quality Manager and Customer Service Manager are proposed subcontractors positions, these positions must have commitment letters.
17	Does the Government require letters of commitment for key personnel, whether they are employees or contingent hires?	See the response to Question No. 16
18	In Section B.3, Schedule of Prices, and in the Pricing Attachment, the price tables contain columns for Hourly On-Site Rate with and without Furniture. What types of furniture are Offerors expected to price in their on-site rates?	The Contractor shall be responsible for providing all computer equipment necessary to accomplish the requirements in Section C. Contractors shall provide furniture i.e., desks, chairs, cubicles, bookcase, conference tables; whatever is necessary to create an office environment. The only time USPTO will provide a PC is when the requirement you are working on is specialized, i.e. software that is only used by the USPTO. The B.3 Schedule of Prices and Pricing Attachment is revised to read: "Equipment/Furniture" to include equipment and furniture.

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19	Attachment 1: The columns on the Schedule B request Fully Loaded Rates for On-Site to include with Furniture and w/o Furniture. Can the government please clarify what it is asking for? What Furniture should be included in one rate and not the other?	See the response to Question No. 18
20	In Attachment 1, we are asked to provide rates for “on-site with furniture” and “on-site without furniture.” Can the government please clarify what furniture will be provided, if any, for on-site locations?	See the response to Question No. 18
21	Attachment 1: Fully Burdened Hourly Labor Rates: Column 1: ON-SITE (Furniture) / Column2: ON-SITE (W/O Furniture)  The prices per labor category in Attachment 1 include an on-site rate with furniture and an on-site rate without furniture. What is included in the USPTO provided furniture in the first column, and what is to be provided by the contractor if not provided by USPTO in the second column?	See the response to Question No. 18
22	Attachment 1 Price Tables: The column headers include categories for “On-Site (Furniture)” and On-Site (w/o Furniture). Please clarify the meaning of “Furniture” as it applies to the Price table.	See the response to Question No. 18
23	B.3 What are the space requirements with which this furniture might be located, we do not want to price desks which are oversized compared to the available square foot of space and can the Government provide the dimensions of the desks so that all contractors will be pricing the same requirements?	See the response to Question No. 18
24	B.3 Will the furniture only include desk and chairs or will we need to provide cubicle type arrangements, conference room furniture, and chairs and white boards etc.? We are uncertain what is the intent of	See response to question No. 18

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	requirement for Contractor provided furniture on-site?	
25	B.3 Has the Government given thought and consideration to post closure of this task order when the chosen incumbent will have to remove all of his or her furniture provided? In lieu of all the ambiguities surrounding the request to provide marked up government site pricing for providing furniture, will the Government consider removing this requirement?	The Government will allow the incumbent contractor an adequate time to remove the furniture from the Government space.
26	In Section L.17 the RFP states “No joint venture proposals will be accepted.” Will USPTO accept proposals from small business joint ventures approved by the SBA under the 8(a) Mentor-Protégé Program at 13 CFR 124.520? If not, please provide the rationale for excluding SBA approved small business joint ventures from competition.	No, joint ventures have been determined not in the best interest of the USPTO.
27	L.17 - Indicates that NO Joint Venture (JV) Proposals will be accepted. We understand PTO has supported the Small Business Administration (SBA) 8(a) Mentor-Protégé Program (MPP) under 13 CFR 124.520 in the past. For Woman Owned Small Businesses who are also 8(a) and participating in the SBA MPP, will PTO please allow JVs to be approved by SBA under this program for this procurement? If not, could the Government please provide the rationale for excluding SBA approved small business joint ventures from this important competition.	See response to Question No. 26
28	Section K, page 52 and Section L.15, page 64:  Section K references completion of Representations and Certifications as noted in L.15. Section L.15 references annual Reps and Certs in SAM, but no RFP specific Section K Reps and Certs are provided for completion in the solicitation document. Does the Government intend to provide Reps and Certs?	No – you can access the Systems for Award Management (SAMS) site and print this information and fill-in the required information and forward it with your proposal.
29	<b>SECTION K – REPRESENTATION, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS</b> REPRESENTATIONS AND CERTIFICATIONS SHOULD BE SUBMITTED WITH	

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	THE PROPOSAL. (SEE SECTION L.15  If the Offeror is registered in SAM, is it necessary to submit SECTION K with the proposal. <b>Please advise.</b>	Yes – see the response to Question No. 28
30	Section L.14.b (p. 58) of the RFP states that all proposal documents shall be submitted as one original and three copies, plus one copy on a CD. However, Section L.15 (p. 59-60) states that Volumes 1 and 2 should be submitted as one original and four copies, plus two CD-ROM copies. Please clarify how many hard copies and electronic copies of each volume Offerors should submit.	Section L.14 is being corrected. The correct answer is as stated in Section L.15(a). “ paper form (one original and four copies” ..... “and two copies on a CD formatted for Microsoft Office 2010.....”
31	Sect. L.14.b reads, “paper form (one original and three copies)...” and “one copy on a CD...” Also, Section L.15 (a) states “One (1) original and four (4) copies; two (2) CD ROM copies..” Will the Government clarify how many hard copies and CD copies the Government would like?	See response to Question No. 30
32	Section L.14 Due Date and Submission Requirements (Page 58): Instruction in section (b) requests for one original copy of proposal and three copies. However, section L.15 requests for one original and four copies. Please clarify.	See response to Question No. 30
33	Section L – “Instructions, Conditions and Notices To Offerors”, L 14 Due Date..... pg 58 and SF-33, “Solicitation, Offer, and Award”:  Section L.14 on page 58 specifies that the offeror must submit, “one original and three copies” and “one copy on CD.” However, Section L.15 on page 59 specifies “one original and four (4) copies; two (2) CD ROM.” Section 9 of the SF-33 also indicates “one original and four (4) copies.” Please clarify the number of copies and CDs required for submittal.	See response to Question No. 30
34	RFP p. 58 Section L “Instructions, Conditions and Notices To Offerors” L.14, “Due Date and Submission Requirements for Proposals,” (b) specifies that the offeror must submit, “one original and three copies” and “one copy on CD.” However, Section L.15 on page 59 specifies “one original and	See response to Question No. 30

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	four (4) copies; two (2) CD ROM.” Section 9 of the SF-33 also indicates “one original and four (4) copies.” <b>Please clarify the number of copies and CDs required for submittal.</b>	
35	L.14 and L.15--Please confirm that L.14.b is incorrect requiring one original and three copies of the proposal and that L.15 has the correct number of copies required for each volume.	See response to Question No. 30
36	RFP Sections L.14(b) and L.15: Does the Government require 1 Original plus three copies or 1 Original plus for copies? There is a contradictions between L.14 and L. 15. Please advise.	See response to Question No. 30
37	May Offerors use a font smaller than 12-point Times New Roman, but still legible, for graphics and tables included in their proposals?	Fonts smaller than 12-point Times New Roman are allowed for graphics, charts and tables ONLY.”
38	Will the Government allow the use of 10-point font in tables and graphics?	See response to Question No. 37
39	Section L.14, Page 59: Can text for graphics and tables be less than 12 point font?	See response to Question No. 37
40	RFP p. 58 SECTION L -- Instructions, Conditions And Notices To Offerors L.14 (b): <b>Is it acceptable for the type in graphics, other than charts or tables, to be no smaller than 12 point and be other than Times New Roman font? (For example screenshots of websites.)</b>	See response to Question No. 37
41	Attachment 6, p. 1 “Relevant Experience Worksheet” Experience Worksheet 1 of 2: The RFP requires the use of 12-point font for the	

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	development of the body of the proposal. <b>In order to maintain the format of the Relevant Experience Worksheet, can the offeror use the font used in the current worksheet layout as provided by the government?</b>	Yes
42	Section L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS, L.14, pg 58: Is it acceptable for the type in graphics, other than charts or tables, to be no smaller than 8 point and be other than Times New Roman font?	See response to Question No. 37
43	<b>L.14 DUE DATE AND SUBMISSION REQUIREMENTS FOR PROPOSALS (Page 58)</b> "- paper form (one original and three copies) on white, untextured paper; - one copy on a CD formatted for Microsoft Office 2010 and formatted for 8-1/2" by 11" single-spaced print; - page margins shall be one (1) inch on all sides; - the type for all proposal documents (including charts and graphs) shall be black; - the characters per inch shall not exceed twelve (12) characters per linear inch or be smaller than twelve (12) point" May we use 10 point font for graphics and tables? Please verify that we may use color for the graphical elements – just not the font within the graphics.	See the response to Question No. 37 As stated in the RFP Section L.14(b) "the type for all proposal documents (including charts and graphs) shall be black;"
44	Regarding the font standard of "Times New Roman 12 pt," will the Government accept a font-size of 10pt for tables and graphics? Please also confirm that the 12pt font restriction does not apply to Government-issued forms and templates (i.e. Attachment "6" which is <12 pt font).	See response to Question No. 37



No.	Question	Response
45	Sect. L.14.b reads, “the type for all proposal documents (including charts and graphs) shall be black;” Will the Government clarify if the font in graphics is limited to black? Will the Government clarify if the use of color is permitted in any form in graphics?	See response to Question No. 43
46	L.14(b) specifies that "the type for all proposal documents (including charts and graphs) shall be black"; will the Government accept white font for tables headers or graphics with dark backgrounds?	See response to Question No. 43
47	L.15 Experience (Page 59): Is the QASP draft excluded from the 25 page limitation of technical proposal?	Yes
48	Section C.1, Table line 7; F.13, L.15(e), Pages 14; 61-64: The table on p. 14 states that the offeror is to provide a draft QASP “as part of the technical proposal.” The instructions for the technical proposal, in section L.15(e), request a Quality Control Plan. Are we to assume that these are the same plans?	No – They are 2 different documents. These documents will not be included in the page count.
49	Section C.1, Table line 7; F.13, L.15(e), Pages 14; 61-64: If the QASP in section F.13 is meant to be the same document as the Quality Control Plan in L.15(e), can the government please clarify the contents of the plan? Section F.13 asks for different content than what is asked for in the Quality Control Plan in L.15(e).	See the response to Question No. 48
50	Section C.1, Table line 7; F.13 L.15(e), Pages 14; 61-64: Can the government please provide a list of current SLAs and OLAs that we may include in our QASP/Quality Control Plan?	No, it will be provided at the task order level.
51	Deliverable 7” on page 14 is a QASP, and the table says that a draft QASP is due with the technical proposal. Section L.15(e) on page 63 requires offerors to draft and submit a Quality Control Plan (vs. a QASP) as part of our Management Approach. Is it the Government’s intention that the	See the response to Question No. 48

No.	Question	Response
	QASP is the same document as the QCP, and if not, does it fall within the 30-page limit?	
52	In Section C.9 (p. 14), when discussing Deliverables/Reports, the RFP identifies a Draft Quality Assurance Surveillance Plan (Item 7) that is due with the technical proposal. This plan is not referenced in the rest of the instructions. How should Offerors submit this plan? Will it be excluded from the page limits?	The QASP has no page limit – however it needs to be sufficient to articulate the QASP.
53	L.15: Factor 2 – Quality Control – Page 63: Does the government want our QCP submitted as part of the proposal? If so, is the QCP part of the page count as a normal QCP is about 10 pages in length. Can we attach the QCP as an attachment at the end of the proposal?	See response to Question No. 51
54	Sect. L.15.e.1, Factor 2: Does the Government intend for the Offeror to address the Quality Control Plan and Transition Plan within the 10-page limit provided for this Factor?	Factor 2, Management Approach shall be 25 pages. The Quality Control and Transition Plan have no page limit and is not included in the page limit of the Management Approach.
55	L.15.e - Factor 2 indicates that offerors must submit both a Quality Control plan and a Transition Plan as a part of the ten page Management Approach. Given that the Transition Plan is a contract level deliverable requiring significant description of tasks, and that a full Quality Control Plan can be multiple pages in and of itself, would the Government consider raising the page count limit for the Management approach to 25 pages, or could the Government make the Draft QA Plan and Draft Transition Plan attachments not included in the Management Approach page count?	No. See the Response to Question No. 48 & 54
56	In Section C.5 (p. 13), when discussing Phase-In Support, the RFP states “USPTO plans for approximately 10 to 30 days of contract transition, ...”. However, in Section L.15.e (p. 63), when discussing the Transition Plan in Factor 2 – Management Approach, the RFP states “The Offeror shall provide a transition plan that will allow the Offeror to be fully functional two weeks after the contract is awarded.” Please clarify the Government’s	Offeror should provide its solution for transitioning which is estimated to be 10-30 days.

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	expectations for the duration of the transition.	
57	In Section C.9, page 15, when discussing Deliverables/Reports, the RFP identifies a Draft Transition Plan (Item 8) that is due with the technical proposal. Assuming this is a separate document from the "Transition Plan" requested as part of Volume 1, Factor 2 (p.63), how should Offerors submit this plan? Will it be excluded from the page limits?	<p>Section L.15.(e) 1 Factor 2 – Management Approach; <b>Transition Plan is revised to read:</b> " The Offeror shall provide a "draft transition plan" that will allow the Offeror to be fully functional two weeks after the contract is awarded. (The Offeror's plan and schedule to acquire needed facilities, equipment and supplies and to recruit and train personnel; feasibility in meeting required contract start date will be evaluated).</p> <p>Note: This "draft transition plan" is to be submitted with Offeror's proposal. The final Transition plan as stated in C.9, "9.1.1 Item No. 8 (Reports/Deliverables for Task Orders" is due NLT five (5) business days after Kick-off Meeting".</p>
58	Sect. C.5.1: "USPTO plans for approximately 10 to 30 days of contract transition, if necessary, during which the successful Offeror will provide the minimum staff to perform necessary transition at the task order level. To meet this requirement, the Contractor shall provide a final Transition Plan. The final Transition Plan shall demonstrate understanding of the transition tasks and the complexities of assuming responsibility for the task orders. The Transition Plan shall include a transition management plan, labor mix (categories and hours), schedules, and milestones, and shall identify any technical or management issues requiring resolution. The Contractor shall provide rationale for the composition of the transition team. The Transition Plan shall be developed to have minimal	Yes, task orders will be issued after award and will be included in the total price ceiling under the Base Period 1.

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	schedule/technical support impact. The labor mix information provided must be fully consistent with the price proposal.” Is transition cost part of the Base Period?	
59	L.15 Experience (Page 59): Is the Transition Plan draft excluded from the 25 page limitation of technical proposal?	See the response to Question No. 54
60	Section C.5.1, Page 13: Can the Government please clarify whether offerors should provide a full 30-day transition plan? The difference between a 10-day and 30-day transition is significant.	See the response to Question No. 56
61	Section L.15, Page 63: The management section is only 10 pages, but we have to include a Quality Plan, a Transition Plan, and a “detailed plan describing the resources required to provide the services specified in the RFP.” To more thoroughly address each of these areas, can the government extend the page limit to at least 15 pages for the Management section?	No, see responses to #s 52 & 54
62	Section L.15, Factor 2, Page 63: Since this is an IDIQ with no associated task order, are we supposed to provide a sample transition plan/approach that we will implement upon a future task order award?	As stated in Section B.2, this is “a Hybrid type contract, which incorporates Labor Hour/Time and Material and Fixed-Price task orders.” This is not an IDIQ contract. This contract has estimated hours, not a Min or a Max. A final transition plan is based on the requirements of the SOW and how you will execute assigned task orders per section C. The attached 4 sample tasks as listed in Section 3b of the RFP would be inclusive of this transition plan.
63	Section L.15, Factor 2, Page 63: Normally a task order proposal will be issued and upon award of the task order, we will transition onto the program. However, since this is an IDIQ with no associated task order, can the government clarify what part of the program needs to be “fully functional within two weeks after the contract is awarded?”	You should be fully functional based on the requirement of the contract and shall be notified on the date of award of any and all subsequent task orders. In Section F.10 (d) it states “The Contractor shall be fully staffed on the first day of task order performance.....  Also, see the response to Question No. 62

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64	<p>Section C.5.1 Phase In Support, H.7 Task Order Procedures, F.10 Staffing (d), pg 23 &amp; L.15 Factor 2 – Transition, pg. 63:</p> <p>C.5.1 USPTO plans for approximately 10 to 30 days of contract transition, if necessary, during which the successful Offeror will provide the minimum staff to perform necessary transition at the task order level</p> <p>F.10 Staffing (d) states “The Contractor shall be fully staffed on the <i>first day</i> of task order performance, and prepared to maintain a fully trained staff throughout the life of the task order”.</p> <p>L.15 Factor 2 – Management Approach – Transition Plan states “The Offeror shall provide a transition plan that will allow the Offeror to be fully functional two weeks after the contract is awarded. (The Offeror’s plan and schedule to acquire needed facilities, equipment and supplies and to recruit and train personnel; feasibility in meeting required contract start date will be evaluated).”</p> <p>From a Transition and Staffing perspective, should the Offeror assume all task orders will be issued at the time of contract award, if not what is the expected time frame for issuance of Task Orders under this contract listed in the SOW? Should we put a schedule around 10-30 days or 2 weeks?</p>	<p>It is not our intent for the new contractor to be fully staffed on the date of award.” There will be an appropriate transition period for phase-in and phase-out activities between the incumbent contractor to the new awardee.</p>
65	<p><b>Section 3.2</b> Remote/Off-site Work requirements (Page 11)  “Accordingly, all performance under this Contract shall continue without delay, interruption or disruption, under an agreed upon time in the COOP, CP, DRP, and/or IRP.</p> <p>Where are the locations of the DRP, and/or IRP?  How will the cost be covered for any outside of the metro-DC locations?</p>	<p>DR site is located at the Boyer’s facility in Pennsylvania. Costs are based on the comparable Government rates and are considered an ODC.</p>
66	<p>Section C 3a. Scope of Work – Page 13: 3. Continuity of Operations Plan (COOP) and Remote Support lists subparagraphs 3.1 – 3.2 and is</p>	<p>It is a separate task.</p>

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	immediately followed by paragraph 3.b Technology Stack per Task – is that intended to be part of section 3. COOP or is it a completely separate topic?	
67	Sect. C.3.2.i reads, "Contractor personnel may be required to relocate to the DR site or the COOP site in Boyers, PA during an emergency." Can reasonable travel costs associated with relocation be charged as an Other Direct Cost?	See the response to Question No. 65
68	Will the Government allow the inclusion of a List of Acronyms that is outside of the page limitation for Volume I?	Yes - Any tabs, cover pages, title pages, tables of contents/list of exhibits, acronym lists and one cover letter per Volume will not count against the page count.
69	List of Acronyms: Why are CP, DRP and/or IRP, excluded from the List of Acronyms and Terms?	CP = contingency plan DRP= disaster recovery plan IRP= incident response plan
70	The RFP instructions related to Factor 3 – Past Performance on page 63 indicate that this section of Volume 1 "shall consist of past performance questionnaire responses." Section L.15.d (p. 60) allocates 10 pages for this section. However, since the questionnaire responses are returned directly to the Government from the Offeror's references, what information does the Government expect Offerors to provide in the 10 pages?	The Past Performance Questionnaire, which is Attachment 8, shall be submitted directly to the USPTO from your reference sources. The page limit of 10 pages was a mistake. Therefore, Section L.d (page 60) is reduced from 10 pages to 0 pages.
71	Sect. L.15.e.1, Factor 3, reads, "The past performance section shall consist of past performance questionnaire responses." This instruction contradicts the one in RFP, L.15.e.2, which reads, "The Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires directly to the	See the response in Question No. 70

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	Government..." and Attachment 8, "Return to the Offeror you evaluated for inclusion in the Offeror's proposal..." Will the Government revise the instructions to read that past performance questionnaires must be sent directly to them?	
72	Sect. L.15.e1, Factor 3 reads, "The past performance section shall consist of past performance questionnaire responses (Attachment 8)." The page limit for this section is 10 pages. Each past performance questionnaire is 5 pages, and 5 are required. Given these requirements, there would be 25 pages of past performance questionnaires, which greatly exceeds the 10-page limit for this section. Nevertheless, the Relevant Experience Worksheet Attachment 6 is limited to 2 pages and 5 are required, which does fit in the 10-page limit. Will the Government confirm that the section Factor 3 - Past Performance consists of the Relevant Experience Worksheet Attachment 6 for the 5 references?	See the response to Question No. 70
73	Section Factor 3 – Past Performance (Page 63) "1. The past performance section shall consist of past performance questionnaire responses (Attachment 8)"  Please clarify whether past performance questionnaire should be submitted directly to the government or included in the Volume 1 under past performance.	See the response to Question No. 70
74	Sections L.15(e) Factor 3, 2; L.15(e) Factor 3, 1; and Att.8: The Government states "The Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires directly to the Government no later than the RFP submission due date <b>August 29, 2013.</b> "  This conflicts with the instructions in L.15(e), 1, which state "The past performance section shall consist of past performance questionnaire	See the response to Question No. 70

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	<p>responses (Attachment 8)."</p> <p><b>This further conflicts with the instructions in Attachment 8 that state:</b>  “(2) Place in a <u>sealed</u> envelope which contains your agency’s/company’s letter head and (3) Return to the offeror you evaluated for inclusion in offeror’s proposal to be submitted to the USPTO by the closing date of the RFP.” Can the government clarify whether we must submit the questionnaire with our proposal, or whether our clients should submit the questionnaire directly to the government?</p>	
75	<p>Section L.15, Factor 3, Page 63: If past performance questionnaires are submitted directly to the government, then what are we expected to include in the 10 pages designated for the Past Performance section?</p>	See the response to Question No. 70
76	<p>RFP p. 63 Section L – “Instructions, Conditions and Notices To Offerors” L.15, “Proposal Requirements,” (e) Factor 3, section 1: <b>If an Offeror is submitting subcontractor Relevant Experience (Attachment 6), should the subcontractor submit Past Performance Questionnaires (Attachment 8)?</b></p>	Yes
77	<p>RFP p. 63-64 Section L – “Instructions, Conditions and Notices To Offerors” L.15, “Proposal Requirements,” (c), Factor 3 - Past Performance Attachment 8, “Past Performance Questionnaire”: In section 1, the government gives direction that the Past Performance section “shall consist of past performance questionnaire responses. . . .” However, section 2 states: “The Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires directly to the Government.” <b>Will the government clarify what information is required for the past performance section of the proposal given it has a page limit of 10 but the past performance questionnaires will be sent in from the contract references?</b></p>	See the response to Question No. 70
78	<p>RFP p. 64 Section L – “Instructions, Conditions and Notices To Offerors” L.15, “Proposal Requirements,” (e) Volume 1, Factor 3, “Past</p>	



No.	Question	Response
	<p>Performance, Section L.15(e) Factor 3, item 2: states “Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires directly to the Government” and provides Ms. Brown’s e-mail address. However, the instructions in the Attachment 8 Past Performance Questionnaire on page 1 state: “ (2) Place in a sealed envelope which contains your agency’s/company’s letter head and (3) Return to the offeror you evaluated for inclusion in offeror’s proposal to be submitted to the USPTO by the closing date of the RFP.”</p> <p><b>Please clarify if contract references should submit past performance questionnaires directly to the Government by e-mail, or should they be sent in an Agency-sealed envelope back to the Offeror, who will then submit them with the response?</b></p>	See the response to Question No. 70
79	<p>Section L – “Instructions, Conditions and Notices To Offerors”, L.15, “Proposal Requirements,” (e) Factor 3, section 1, pg 63:</p> <p>If an Offeror is submitting subcontractor Relevant Experience (Attachment 6), should the subcontractor submit Past Performance Questionnaires (Attachment 8)?</p>	<p>Yes</p> <p>Also see the response to Question No. 70</p>
80	<p>Section L – “Instructions, Conditions and Notices To Offerors”, L.15, “Proposal Requirements,” (e) Volume 1, Factor 3, “Past Performance, section 2, pg 64:</p> <p>Section L.15(e) Factor 3, item 2 (page 64) states “Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires directly to the Government” and provides Ms. Brown’s e-mail address. However, the instructions in the Attachment 8 Past Performance Questionnaire on page 1 state: “ (2) Place in a sealed envelope which contains your agency’s/company’s letter head and (3) Return to the offeror you evaluated for inclusion in offeror’s proposal</p>	<p>The past performance questionnaires can be sent by email to: <a href="mailto:marva.brown@uspto.gov">marva.brown@uspto.gov</a></p>

No.	Question	Response
	to be submitted to the USPTO by the closing date of the RFP.” Please clarify if references should submit past performance questionnaires directly to the Government by e-mail, or should they be sent in an Agency-sealed envelope back to the Offeror, who will then submit them with the response?	
81	Section L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS, L.15 Proposal Instructions (d) and (e) Factor 3 Past Performance, pages 60 and 63: The proposal instructions specify that the maximum page limit for Section 3 Past Performance is 10 pages. However, the instructions for Factor 3 Past Performance states “1. The past performance section shall consist of past performance questionnaire responses (Attachment 8). However, the instructions for the past performance questionnaire in the following paragraph (2.) on page 64 states that the completed questionnaires should be submitted directly to the Government. Please clarify what information you want included within the 10 pages allocated to the Factor 3 Past Performance section.	See the response to Question No. 70
82	Would the Government please consider accepting recent CPARS reports in lieu of Past Performance Questionnaires?	No
83	Section L.15(d)3 lists a 10-page limit for Past Performance section of the Technical Proposal, but on page 63, Factor 3 – Past Performance states in paragraph 1 that “ <i>The past performance section shall consist of past performance questionnaire responses (Attachment 8).</i> ” Paragraph 2 states “ <i>The Offeror is responsible for exercising due diligence to ensure references submit completed past performance questionnaires <b>directly to the Government</b> no later than the RFP submission due date...</i> ” [emphasis added]. In light of the instruction that Section 3 consist of past performance questionnaire responses that should be submitted directly to the government, we respectfully request that the government eliminate the 10-page allocation to this section, or to more clearly define the content offerors should include here.	See the response to Question No. 70

No.	Question	Response
84	Section C 3a. Scope – Page 8: At the start of the topics under “3a. Scope of Work” the header numbering appears to skip the number 1, as the first header is numbered 2.1 Data Maintenance. Is this correct?	The numbering was inadvertently incorrectly numbered and has been re-numbered.
85	Section C 3a. Scope of Work – Page 10: The header numbering jumps from 2.10 Enterprise/Project Support to 3.11 Service Level Agreements (SLAs) is that correct or should it be 2.11?	See the response to Question No. 84
86	Section C 3a. Scope of Work – Page 13: Heading numbers 6 and 7 appear to be skipped in the SOW because it lists 5. Phase-In Support and immediately after 8. Phase-Out Support is this correct?	See the response to Question No. 84
87	Factor 1- Experience – Page 61: Can a single IDIQ that has multiple Task Orders be submitted as a single reference to meet the size standards? We have a Prime contract that has 20 Task Orders of varying sizes and would like to reference them under the main Award Number as a single contract.	Yes
88	Factor 3 – Past Performance – Page 63: May we include Attach 6 as an appendix rather than interspersed with pages that count against the limit?	No
89	Factor 3 – Past Performance – Page 63: Attach 8 (PPQ) is 5 pages long and Factor 3 has a 10 page limit. Is it the intention to put the Attachment in for each of the 5 references or will the Govt increase the page count for Factor 3?	Attachment 8 is the Past Performance Questionnaire; it is separate from the 10 page Past Performance Factor (PPQ). The Past Performance factor is for you tell us about the contracts that you have worked on that were similar to of the ITSS requirement. The 10 pages is appropriate for the Contracting Officer(CO) to consider past contract performance of an offeror as an indicator of the likelihood that the offeror will successfully perform a contract.
90	Section L.15.e (p. 61) of the RFP states “Three (3) of the five (5) contract references must be for work that the Offeror performed and completed as a prime contractor.” Please confirm that, for purposes of this solicitation, the definition of “Offeror” includes both the proposed Woman-Owned Small Business Prime and proposed Subcontractor(s).	No. The Offeror is considered the Prime which shall be the Woman-Owned Small Business; not subcontractors. Any subcontractors is the choice of the prime.

No.	Question	Response
91	In reference to the instructions in Section L.15.e (p. 62) of the RFP related to the Relevancy subfactor of Factor 1 – Experience: If the five contract references submitted for Factor 1 collectively involve the full range of SOW program management and technical activities, can the Government deem these references compliant with the Relevancy subfactor instructions, even if certain individual contract references do not involve the full range of SOW activities on their own?	Each contract reference must demonstrate the offeror’s ability to perform the activities specified in §C. If an offeror does not have five contract references where this can be demonstrated, the offeror may submit the experience of a proposed subcontractor(s) so long as a teaming plan has been submitted and the offeror has provided at least 3 out of the 5 contract references.
92	The Government references “the Contractor’s facilities” in Section F.8 (Place of Performance) and mentions facilities in other parts of the RFP. What types of off-site facilities does the Government expect Offerors to provide and what staff will be located at such facilities?	Occasional, limited support may be required outside the USPTO Virginia locations. Relocation is not anticipated. If there are travel costs associated with any required support at the other locations identified in §F.8, those travel costs will be covered as an ODC.
93	Section M.1(c)2(c) of the RFP (p. 67), when discussing the evaluation factors related to the Resources subfactor of Factor 2 – Management Approach, lists “the reasonableness of production rates” as one of the criteria. However, the instructions related to this subfactor in Section L.15.e (p. 63) do not contain any reference to this criterion. Was this phrase included in error? If not, how does the Government define “production rates” in this context for the purposes of evaluation?	This sentence will be deleted
94	The numbering of subheadings in Section C.3 appears incorrect, leading to some confusion. For example, are “Service Level Agreements” (numbered 3.11) intended to be included with the technical support services numbered as 2.1 through 2.10? Are the Limited Assigned Telework (numbered 3.1) and Remote/Off-site Work Requirements (numbered 3.2) supposed to be included in the Scope of Work? Please clarify.	See response to Question No. 84
95	On pages 13 and 14 of the RFP, the heading numbering jumps from C.5 to C.8. Are there any subheadings missing in this section?	See response to Question No. 84
96	In Section L.15.e (p. 62), related to contract references, the RFP states “the Offeror shall also complete a Relevant Experience worksheet.” This worksheet contains areas for several pieces of information (e.g., value,	Numbers 14 and 15 of Attachment 6 “Relevant Past Performance Worksheet” is asking for a high-level description summarizing the relevant work performed by the offeror and any significant problems.

No.	Question	Response
	period of performance, summary of relevant experience) similar to those requested in the instructions related to Factor 1 – Experience. Should Offerors duplicate this information in the page-limited section of the volume, or is it sufficient to include this information only on the Relevant Experience worksheet?	The experience factor asks to demonstrate your previous company experience, which allows you to elaborate a little more.  Attachment 6 submissions will not count against the 25 page limit.
97	Sect. L.15.e.1 reads, "If listing contract references from a proposed subcontractor..." Based on the current wording, is it the Government's intention that if the Offeror does not use references from a subcontractor that a teaming plan is not required?	This is correct.
98	Sect. L.15.e.1 reads, "The offeror shall also complete a Relevant Experience worksheet (Attachment 6)." Did the Government intend for these worksheets to be included in the section divided by the tab labeled "Factor 3 - Past Performance"?	The Relevant Experience worksheet shall not be included under the Factor 3 (Past Performance) tab.
99	Sect. L.15.e.1 reads, "For each reference contract, the Offeror shall be limited to the two-page worksheet." Attachment 6 consists of a one page form and one page of instructions. Did the Government intend that the Offeror may alter the form to use up to two pages to respond, and delete the instructions?	No – The first page shall be completed only. Each reference is limited to one page. Instructions are provided for informational purposes.
100	Sect. L.15: Proposal Requirements and L.15: Questions and Responses - It appears the section L.15 has been duplicated as it references both the, "Proposal Requirements" and "Question/Response" sections. Should the second L.15 be Section L.16?	This will be corrected. L.15 will now be L.16 and L.15.1 will now be L.16.1
101	Sect. C.3.1 reads, "The Government will not consider any personal costs incurred during the emergency event, for which, telework has been invoked for the assigned timeframe (i.e., Internet Service Provider fees, telephone line, utilities, meals, lodging, etc.) as Other Direct Costs." If telework is invoked for an extended period of time and the contractor incurs labor hours that are directly related to the contract, can they be charged as a Direct Cost?	No

No.	Question	Response
102	Sect. I: The Service Contract Act is not incorporated by reference. Will the Government please confirm that the Service Contract Act does not apply to this procurement/contract?	The Service Contract Act does not apply to this contract.
103	Sect. F.8: "The effort required under the contract shall be performed at the USPTO Headquarters currently located in Alexandria, VA, the Contractor's facilities, and/or associated facilities on the USPTO campus - which occupies five interconnected buildings; Randolph Square in Arlington, VA; and occasional support at Boyers, PA; Detroit, MI; Denver, CO; Dallas, TX; Silicon Valley, CA and/or any other facilities/sites designated by the USPTO. Each Task Order will specify the place of performance." Can reasonable travel costs associated with relocation be charged as an Other Direct Cost?	See the response to Question No. 65 and No. 92
104	Sect. G.5: "The Contractor shall submit a separate monthly invoice for each task order issued under this contract." Are there any additional invoice deliverables or backup documentation required during the invoice submission process?	Yes, the Contractor Actuals Report, which is Attachment 3, must be submitted.
105	Sect. L.15: "All questions pertaining to the RFP shall be submitted electronically to ITSS@uspto.gov. Questions must identify the author and company name. All questions and responses pertaining to the RFP will be published and made available at <a href="http://www.uspto.gov/about/vendor_info/current_acquisitions/index.jsp">http://www.uspto.gov/about/vendor_info/current_acquisitions/index.jsp</a> . The identity of the author and associated company name of the question will not be published. All questions regarding the RFP are due by 10:00 a.m., Eastern Standard Time (EST), August 5, 2013." Will answers to questions be posted dynamically or will they be answered and posted at one time?	If possible, all responses will be posted at the same time.
106	Attachment 1: No labor category education or experience ranges/minimums were disclosed. The incumbent has an inherent advantage if this information is not provided. Will this information be	No

No.	Question	Response
	provided?	
107	Sect. F.7: What is the anticipated start date for the contract?	Estimated start date is Feb. 1, 2014.
108	Sect. L.15.b: Price proposal - Are there any restrictions on hidden tabs or hidden cells?	We are not aware of any restrictions or hidden tabs or cells. The requirements stated in the RFP should be followed. As stated in L.15 (d) there is not a page limit to the price proposal.
109	Sect. L.15.b: Are there any submission requirements for subcontractors?	In Section L.15 (e) Note; states" If listing contract references from a proposed subcontractor, then a signed teaming agreement and plan must also be submitted with the Past Performance volume".
110	Sect. L.15.b: Is cost or pricing data required with the proposal submission?	No
111	Sect. B.3: On page 2 of the RFP (Schedule of Prices) it reads that the estimated man-hours for CLIN 1001A is 183,519 yearly. Then, in Base_Contract_Year_Pricing_Attachment_1, the entry for the estimated man-hours is 150,000. Can the Government clarify which number represents the estimated annual man-hours?	<p>This section B.3 is corrected. The hours are as follows:</p> <p>Base - 185,000 hours</p> <p>Opt 1 – 185,000 hours</p> <p>Opt 2 - 185,000 hours</p> <p>Opt 3 - 185,000 hours</p> <p>Opt 4 - 185,000 hours</p> <p>Attachment 1 is corrected to read: 185,000</p>
112	Sect. L.15.b: Comment: "The Price proposal shall consist of: -a signed RFP cover page" What is meant by "RFP cover page", is it the RFP Cover Letter or is the Government referring to the SF 33?	Yes – the Government is referring to the SF-33.
113	Section L.15.e. – Volume 1 – Factor 1- Experience: Is it required that the 5 Contract references mentioned have to be from the Prime Contractor or can one or more be from a proposed sub-contractor.	Yes, at least 3 of the past performance references must be from the Prime contractor. See answer to Question 98. See Section L.15 (e); read the <b>Note</b> .

No.	Question	Response
114	Section L.15.e. – Volume 1 – Factor 1- Experience: Can we provide more than five references?	No
115	With this being a small business set aside, will the Government accept past performance from the team versus from the prime only?	See the response to Question No. 113.
116	Can the government specify when the task orders for the current incumbent expire?	This information is not necessary to respond to the RFP.
117	Are the sample task orders the government provided indicative of the actual initial task orders that will awarded under this IDIQ?	No
118	<p>Section 3.b Technology Stack per Task (Page 13)            “For informational purposes, Attachments 5a-5d as listed below are examples of tasks that are likely to be issued after contract award.”</p> <p>Please clarify the relationship between the sample tasks and evaluation factors. Does the offeror need to address the content of sample tasks in volume 1?</p>	The Offeror shall address the content in the sample task. This can be included in a separate tab in the Management Approach. See the revised RFP Section L.15(e) Factor 2 under the Management Approach entitled “Use of Resources”.
119	Section 5 Phase-In Support (Page 13): Please identify/ estimate the number of ongoing tasks and the level of effort at the time of Phase-In Support.	This information is not necessary to respond to the RFP.
120	Section D.2 Equipment Removal (Page 18): For Government site activities, please identify what contractor-own equipment, accessories, and devices are expected to be brought on the government property?	See the response to Question No. 18
121	<p>Section F.10 Staffing (b) and (c) (Page 23)            “(c) A list of suggested labor categories has been provided in Section J, Attachment 1 for evaluation purposes. Please note that the titles of these categories are examples only.”</p> <p>Please verify that our understanding correct in reference to pricing: that</p>	Each labor category is to be priced at an hourly rate. These categories and proposed hourly rates will become part of Section B.3 Schedule of Prices (Attachment 1 Supplies or Services and Prices/Costs is revised) which will be used to price task orders. The Government requests the Offeror to provide its comparable labor category title for each one of the labor categories in Attachment 1, if different from the Government’s labor category.



No.	Question	Response
	the pricing is for evaluation only – and we are to price the labor hour rate for one FTE for each labor category.	
122	<p>Volume 1- Factor 1 – Experience – Note (Page 61)  “The teaming plan shall not exceed five (5) pages and is not included in the (25) page limit for this factor”</p> <p>Please clarify what the teaming plan refers to. What kind of information should be included in the teaming plan?</p>	A teaming plan represents your agreement with your proposed subcontractor. It should include the parties’ roles and responsibilities under any resulting contract. The teaming plan is not your signed agreement for teaming with your team members.
123	What is the ceiling price for ITSS contract?	This information is not necessary to respond to the RFP. See Section B.4 in the RFP. The ceiling price will be determined at award.
124	Please provide statics for the number of tasks performed at the contract’s site and on-site with contractor’s furniture within the last 5 years.	The contractor’s main task requirements are being performed on site at the USPTO with the contractor providing equipment and furniture.
125	Section 2 – ITSS Attachment 5: What is the process of tracking physical inventory?	This information is not necessary to respond to the RFP.
126	ITSS Attachment 5: How are new assets added and does USPTO use any kind of discovery tools?	This information is not necessary to respond to the RFP.
127	Section 2.7 – ITSS Attachment 5: What does EAMS & Aperture Vista do?	<p>EAMS is used for incident management</p> <p>Aperture vista is used for asset discovery tool</p>
128	Section 2.1.7 – ITSS Attachment 5: Is there a configuration management	<b>Yes</b>

No.	Question	Response
	system?	
129	ITSS Attachment 5: How is Change Management managed?	This information is not necessary to respond to the RFP.
130	ITSS Attachment 5: Does USPTO have any cloud?	Yes. It is Google and Amazon Public Cloud. Also, there is a USPTO private cloud.
131	Section 2.5 - ITSS Attachment 5: How is software inventory tracked and are there any automated discovery tools used?	This information is not necessary to respond to the RFP.
132	Section 2.1.8 - ITSS Attachment 5: What kind of SLA's are there and how are they managed?	SLAs will be identified at the task order level.
133	RFQ Section 2.8: What kind of SaaS does USPTO offer or planning to offer?	Do not understand the question of "...USPTO offer or planning to offer?"
134	Section 2.5.1, Page 9: Is this requirement expected to support end users systems troubleshooting?	Yes
135	Section F.10(a), Page 23: Can the government please clarify the definition of US Citizens? Are permanent residents (Green Card holders) allowed to work on this contract?	<p>According to 305.01 Definition U.S. citizens are:</p> <ul style="list-style-type: none"> <li>• individuals born in the United States, Puerto Rico, Guam, Northern Mariana Islands, Virgin Islands, American Samoa, or Swain's Island;</li> <li>• foreign-born children, under age 18, residing in the U.S. with their birth or adoptive parents, at least one of whom is a U.S. citizen by birth or naturalization; and</li> </ul>

No.	Question	Response
		<ul style="list-style-type: none"> <li>• individuals granted citizenship status by Immigration and Naturalization Services (INS).</li> </ul> <p>See Attached list for labor categories for the positions which require U.S. Citizenship status.</p>
136	Section H.13, Page 35: Can a contractor list this contract as awarded on its website as awarded once it is?	Please refer to §H.13 of the RFP
137	In L.14B, Page 58, the RFP states that proposal documents shall be submitted as one copy on a CD and 1 original and 3 paper copies. However, in L.15, the submission instructions require offerors to submit one (1) original and (4) copies and 2 CD-ROM copies of each volume. Can the Government clarify how many paper and CD ROM copies are required for each volume?	See response to Question No. 30
138	Section L.14.b, Page 58: Could the government please allow charts, images, and graphics to be in color? This allows for easy reading to show processes and procedures.	See response to Question No. 43
139	<p>Section B.3, Page 1-5; Att.1: The tables of CLINs for base and option years under B.3 state that yearly estimated man-hours are 183,519; 183,519; 189,024.57; 194,695.31; and 200,536.17 over the 5-year period. However, the tables in Attachment 1 for each of the years state the estimated man-hours as 150,000 per year.</p> <p>Does the Government intend for the offerors to use one of these sets of numbers to submit pricing and labor mixes of FTEs? Can the Government please explain the discrepancy between the two sets of numbers?</p>	See response to Question No. 111
140	Section L.2, Page 53: Are businesses who have a current year revenue over \$25.5M, but have a three year average lower than \$25.5M allowed	<p>It is up to each offeror to determine its small business size qualifications. We suggest contacting the Small Business Administration for questions</p>

No.	Question	Response
	to bid?	regarding small business size qualifications.
141	Section L.14(b), Page 58: Can the paper copies of the proposal be printed double-sided?	No
142	Section L.15, Page 60: Can the government please clarify why no task order proposals are required?	<p>- <b>Use of Resources (Sample Tasks)</b> - In an effort to understand the Offerors' approach to performing tasks under this contract, the USPTO is requesting that the Offeror provide technical approach and labor mix and hours for performing the specified sample tasks found in Attachment 5. Offerors shall include their costs as part of their response. For each sample task order, the response shall not exceed 5 one-sided pages in 12 point font. The sample task numbers are: ITSS-01 SSB Software Support, ITSS-02 Facilities Management Support, and ITSS-04 OS Operations. The evaluation factors that are already listed in each of the sample tasks are not applicable. The offeror's approach shall address the proposed staffing, equipment, supplies, and facilities. The Offeror shall describe the proposed organizational structure (including any sub-contractors) in terms of roles, responsibilities, and reporting. (The Offeror's proposed staffing and appropriateness of numbers and labor categories of employees; the adequate ratio of management and supervisory personnel; the viability of plans to recruit, train, manage, and retain a quality work force during the life of the contract; sufficiency and appropriateness of proposed equipment and supplies and their effectiveness in meeting performance requirement will be evaluated).</p>
143	Section L.15(d), Pages 60, 63, and Att.8: Page 60, L.15(d) provides the page limitation for the Past Performance section as 10 pages. Page 63, Factor 3 describes the content of the Past	See the response to Question No. 70. The past performance questionnaires will be completed by your references and sent by email to: <a href="mailto:marva.brown@uspto.gov">marva.brown@uspto.gov</a> .

No.	Question	Response
	Performance section as the PPQs (Attachment 8). The 5-page documents from 5 references will be longer than 10 pages. Additionally, the instructions of Att. 8 state that the PPQ response must be returned in a sealed envelope. How is this to be incorporated into the CD and also duplicated for the paper copies of the proposal?	
144	Section L.15, Page 61: Could the government consider extending period the period of performance for past performance reference relevance of at least 12 consecutive months that fall within a three (3) year period from the <u>release of the RFP</u> , to from the release of the estimated <u>contract start date</u> in October?	No
145	<p>Section L.15, Page 63: Reference: "The offeror's proposed staffing and appropriateness of numbers and labor categories of employees...will be evaluated."</p> <p>Since this is an IDIQ with no associated task order, we cannot provide a full labor mix showing the number of employees and their associated labor categories. Can the government please delete this requirement, or provide further clarification on how we should respond to this requirement?</p>	<p>L.15 page 15 entitled "Resources" is revised as follows: - <b>Use of Resources (Sample Tasks)</b> - In an effort to understand the Offerors' approach to performing tasks under this contract, the USPTO is requesting that the Offeror provide technical approach and labor mix and hours for performing the specified sample tasks found in Attachment 5. Offerors shall not include their costs as part of their response. For each sample task order, the response shall not exceed 5 one-sided pages in 12 point font. The sample task numbers are: ITSS-01 SSB Software Support, ITSS-02 Facilities Management Support, and ITSS-04 OS Operations. The evaluation factors that are already listed in each of the sample tasks are not applicable. The offeror's approach shall address the proposed staffing, equipment, supplies, and facilities. The Offeror shall describe the proposed organizational structure (including any sub-contractors) in terms of roles, responsibilities, and reporting. (The Offeror's proposed staffing and appropriateness of numbers and labor categories of employees; the adequate ratio of management and supervisory personnel; the viability of plans to recruit, train, manage, and retain a quality work force during the life of the contract; sufficiency and appropriateness of proposed equipment and</p>

No.	Question	Response
		<p>supplies and their effectiveness in meeting performance requirement will be evaluated).</p> <p>In addition, as stated in “B.2, Contract Type”, the contract type will be a “hybrid type contract, which incorporates Labor Hour/Time and Material and Fixed-Price task orders.”. The USPTO will issue work under the contract via the issuance of task orders. This will not be an IDIQ contract as it has no minimum or maximum guarantees.</p>
146	<p>Section L.8, Pages 57 and 63: Could the government list the current Level of Effort (LOE)? Could the government list the current LOE for each Task Order? This helps the prime understand the current required help needed to fulfill the task order requirements.</p>	<p>This information is not being provided and it is not necessary to respond to this RFP.</p>
147	<p>Section C.1, Table line 7; F.13, L.15(e), Pages 14; 61-64: If we need to address the requirements in F.13 and L.15(e), can we request that the Quality Control Plan be exempt from the 10 page limit of this volume, since in order to address each requirement, it will take a significant number of pages?</p>	<p>No</p>
148	<p>RFP p. 2-5 Section B, “Supplies or Services and Prices/Costs” and B.3 “Schedule of Prices, Base Contract Year” Attachment 1 p.1: In the tables on pages 2 through 5 of the RFP, the government provides different estimated man-hours for CLIN x001A for the base and option years. However, the estimated man-hours provided in Attachment 1 for CLIN x001A are set at 150,000. <b>Please clarify the estimated man-hours we should use for our price proposal.</b></p>	<p>See response to Question No. 111</p>
149	<p>RFP p. 2-5 Section B, “Supplies or Services and Prices/Costs” B.3, “Schedule of Prices”: <b>The descriptions of CLINS X002B and X003C below the tables both reference Attachment 2. Please clarify the difference</b></p>	<p>CLIN 1002B is as stated “ODCs” Material/Equipment/Maintenance, which will be identified in the issued task order (re-read Section B.6). CLIN 1003C is a fixed-price CLIN that is for Hardware and Software</p>

No.	Question	Response
	<b>between the two and what should be included in each.</b>	Maintenance <b>ONLY</b> .
150	RFP p. 2-5 Section B "Supplies or Services and Prices/Costs" B.3, "Schedule of Prices": In the tables throughout this section, CLIN x002B states, "See attachment 1." Attachment 1 X002B specifies "Necessary ODC's, Material/Equipment/Maintenance (...listed on individual Task Orders...) with a footnote "*** See Attachment 2 for Sample Equipment that will requirement Maintenance." CLIN X003C specifies "Hardware and Software Maintenance See Attachment 2." <b>Please clarify what you expect in each of these CLINs.</b>	See the response to Question No. 149
151	RFP p.5 Section B, "Supplies or Services and Prices/Costs" B.5(b), "Cost/Prices" states, "contract-level program management support costs shall also be included in the fixed hourly rates proposed in Attachment 1, ITSS Labor Categories to this RFP, and encompass support for contract-level management, reporting and related travel and meeting attendance costs associated with the Contractor's program management staff, as it relates to overall management of the ITSS program. These program management support costs are differentiated from individual task order management support costs, which are billed as direct costs against individual task orders for direct support to the effort performed under those task orders." <b>Should the costs for program management be rolled into the other T&amp;M rates, or should they be standalone and billed by their support of the individual task orders?</b>	Indirect costs for overall program management support for the administration of the contract should be considered in the calculation of T&M rates. Direct costs for the program management will be billed to individual task orders.
152	RFP p.2-5 Section B, "Supplies or Services and Prices/Costs" B.3, "Schedule of Prices" CLIN X003C does not include enough detail to provide a FFP bid. For instance, there is an extensive list of IBM Server-Blades without model numbers. <b>Will the Government provide additional details?</b>	See Attachment 5, task ITSS-03 entitled Hardware/Software Maintenance Consolidation/Server Upgrades and Peripherals. A comprehensive list is included.
153	RFP p.8 Section C, "Description/Specifications/Work Statement, ITSS" (C)	See the response to Question No. 84

No.	Question	Response
	3a "Scope of Work" *-The numbering of this section beginning on page 8 is not in sequence. <b>Would the government re-number this section for clarity?</b>	
154	RFP p. 10 Section C, "Description/Specifications/Work Statement, ITSS" (C)3.11 "Service Level Agreements (SLAs)" <b>Please clarify whether this is a work scope area for which the offeror is being asked to provide support as a separate requirement, or whether it is a requirement that applies to all task orders?</b>	Individual SLA(s) can be defined in each task order as unique, separate, measurable requirement(s).
155	RFP p. 23 Section F - Deliveries or Performance F.10(c), "Staffing": The RFP states, "A list of suggested labor categories has been provided in <b>Section J</b> , Attachment 1 for evaluation purposes. Please note that the titles of these categories are examples only." This is contrary to all the other sections of the proposal that states Attachment 1 contains the labor categories we are required to bid using fixed price rates. <b>Does the government want the offeror to provide fully burdened labor rates for only those labor categories in Attachment 1, or does the government want the offeror to suggest changes to those labor categories if the offeror thinks it is appropriate?</b>	The Government requests fully burdened labor rates for all categories listed in Attachment 1. In Section F.10(c) the following sentence is deleted "Please note that the titles of these categories are examples only." The new sentence will be "Provide pricing for Attachment 1 labor categories and identify contractor's comparable labor category if title is different".
156	RFP p. 61-62 Section L – "Instructions, Conditions and Notices To Offerors" L.15, "Proposal Requirements," (e) "Volume 1," Factors 1-2: <b>We understand that the Relevant Experience and Termination Worksheets do not count towards the 25 page count. Should the Relevant Experience Worksheets and Termination Worksheets be submitted within the Experience tab or as a separate tab in the technical volume?</b>	Separate tabs
157	RFP p.63 Section L – "Instructions, Conditions and Notices To Offerors" Factor 2, "Management Approach," paragraph 2: Management Approach allows for a 10 page response to include three separate plans: 1) Quality Control, 2) Transition, and 3) Resources. <b>Would the government consider allowing additional pages for this section given the scope that needs to be covered, or allow the three plans to be included as an appendix to</b>	No



No.	Question	Response
	<b>this section?</b>	
158	RFP p.63 SECTION L -- Instructions, Conditions And Notices To Offerors L.15 Proposal Requirements, ( e) Volume I Factor 2 Management Approach, Key Personnel: This paragraph states that “Offeror must submit a resume... job titles listed in clause H.9 (Key Personnel). However, H.9 is titled “Confidentiality of Information.” <b>Please confirm that the reference to Key Personnel should be H.8 rather than H.9.</b>	The reference should have been H.8. This is revised to correct this error.
159	RFP p. 64 Section L.15(F)(C)4, “Instructions, Conditions and Notices To Offerors”, “Proposal Requirements,” f, Volume 2, Factor 4, Price Proposal Section B – Supplies or Services and Prices/Costs; Schedule of Prices, Base Contract Year Att 1 p1: On p.64 the directions state that rates should be provided for “...on-site and off-site”. In Attachment 1 there are requirements for “with furnishings and without furnishings”. <b>Should on-site rates be further split with and without furnishings as shown in the breakdowns in Section B?</b>	Yes
160	RFP p. 67 Section M.1(C)4 -- Evaluation Factors for Award M.1.4 (Factor 4) <b>Please provide criteria for the pricing analysis that the Government will use in its determination of “fair and reasonable.”</b>	The USPTO will follow generally accepted price analysis techniques as outlined in FAR Part 15.
161	Attachment 6 p. 2 Relevant Experience Worksheet Instructions: Page 1 of Attachment 6 is titled “Relevant Experience Worksheet.” However, page 2 is entitled “Instructions – Past Performance Reference Worksheet.” <b>Please confirm that the instructions on page 2 are for the Relevant Experience Worksheet.</b>	Yes – the second page belongs with this attachment and is the instructions for the Relevant Experience Worksheet.
162	In the Base Contract Year Pricing Attachment _1-3.pdf within Item No. 1001A the Estimated Contract Hours for the Base Year is 150,00. However within the ITSS_RFP_NO_DOCS2PAPT1300018-2.pdf in paragraph B.3 Schedule of Prices, Item CLIN1001A lists the estimated man-hours is 183,519 yearly. Please clarify	See response to Question No. 11

No.	Question	Response
163	There seems to be a high need for Asset Management personnel within this solicitation, yet there is no labor category for these logistical tasks included, please clarify.	<b>The government doesn't anticipate the need for that specific labor category at this time; however, feel free to propose labor categories in the best interest of the government.</b>
164	Within the Labor Categories there are Staff Consultants, this seems to be a High Level or Advanced position, could you please clarify and perhaps include an example.	<b>Subject Matter Expert</b>
165	Some of the Labor Categories include the + On-Call verbage, does this mean we should wrap in the additional cost for on-call support into one labor rate? Or should we separate out an On-Call rate?	This will be identified on the task order level. We are looking for two sets of prices; one with On-Call rate and one without the On-Call rate.
166	Regarding all insurance requirements, will "Letters of Approval" be sufficient at time of bid submittal?	Insurance is not required until after contract award.
167	The following statement is included in ITSS_Attachment 5-5 <b>4. GOVERNMENT FURNISHED MATERIAL</b> The USPTO will provide workspace, equipment, tools, and supplies required to perform the task assigned to the Server Administrator while on-site at the USPTO, <b>with the exception of desktop workstations and mobile phones.</b> (a) Will the contractor have USPTO laptops provided for server access in order to have 24 hour support? (b) Or will the contractor need to supply those laptops? (c) How will the security (VPN) or other be established on the laptops if they are contractor supplied? (d) How will the cost be handled if the contractor must supply those laptops?	(a) No  (b) The contractor will need to provide their own equipment.  (c) VPN accounts will be established as needed per Task Order  (d) The contractor will need to provide their own equipment, as well as the necessary funds to acquire the laptops.  There is a hourly onsite rate w/equipment/furniture. It is up to the Offeror how to price and how this will be handled.
168	Amendment 1: H.8. Key Personnel - # a: The Program Manager must be an employee of the prime contractor.  Is the Program Manager required to be an employee of the prime prior to	The program manager must be an employee of the prime upon contract award. A commitment letter must be included in RFP response for the proposed program manager who is not an employee of the prime contractor.

No.	Question	Response
	RFP submittal or contract award date?	
169	<p>Amendment 1: H.8. Key Personnel - #e: Contractor shall submit resumes and signed letters of intent to perform for the proposed key personnel</p> <p>Is the Program Manager required to be an employee of the prime prior to RFP submittal or contract award date?</p>	See response to Question No. 168
170	<p>Attachment 1 - CLIN 1001A: Estimated man hours 150,000</p> <p>Please confirm the estimated man hours</p>	See the response to Question No. 111
171	<p>Section B RFP: B.3. Schedule of Prices, page 2 - CLIN 1001A: Estimated man-hours is 183,519 yearly</p> <p>Please confirm the estimated man hours</p>	See the response to Question No. 111
172	<p>Section L.15 RFP: (e) Volume 1 - Factor 1 - Experience / Subfactors: Currency, page 61: "Currency. Each contract reference must have a period of performance of at least 12 consecutive months that fall within a three (3) year period from the release of the Request for Proposal, where at least three (3) of the Offeror's contract references must be where the Offeror performed as a prime contractor. For all references, each contract's value must be at least \$1,000,000 or more per year over the life of the contract."</p> <p>Is the requirement that 12 consecutive months of the past performance must already have lapsed or that the past performance in question must</p>	It shall remain as stated in the RFP.

No.	Question	Response
	have a period of performance of at least 12 consecutive months (i.e., will the government accept a case where the contractor is in month 5 of a 12 consecutive month period of performance?)	
173	<p>Attachment 6 : Past Performance Reference Worksheet - # 12: Actual Value</p> <p>Reference: Actual Value: Actual or currently anticipated value</p> <p>Does the refer to the current value expended on the contract since the contract award date? (is this the way it was submitted?)</p>	Yes, the current actual value expended on the contract since the contract awarded. The Past Performance reference is for contract work that has actually been performed, not anticipated future work.
174	<p>Attachment 1: CLIN 1002B: Necessary ODC'S, Material Equipment/Maintenance (These supplies will be listed on individual Task Orders and procured on a cost reimbursement basis)</p> <p>CLIN 1002B appears to require labor category hourly rates yet the explanation for this CLIN refers to ODC's and Material/Equipment/Maintenance costs with reference to Attachment 2. Are the costs required under this CLIN staff hours or ODC's?</p>	<p>CLIN 0002 is not inclusive of labor hours</p> <p>See the response to Question No. 149.</p>
175	<p>Attachment 1: CLIN 1003C: Hardware and Software Maintenance</p> <p>Does CLIN 1003C include the cost of performing hardware and software maintenance of all items listed in Attachment 2 in one fixed price lump sum per year?</p>	Yes
176	Attachment 1: Is specific pricing requested for the Tasks detailed in	Yes – because we are asking for pricing of Attachment 5, which are task

No.	Question	Response
	Attachment 5?	orders ITSS-01 SSB Software Support; ITSS-02 Facilities Management Support; and ITSS-04 OS Operations
177	Attachment 1: There is not a column for totaling hour times a billing rate, how is overall price determined and evaluated by the Government?	Hours will be ordered by the hourly rate per hour category with an established ceiling of 185,000 hours per year.
178	Attachment 2 "Hardware and Software Maintenance" pgs 1-13: Please provide additional details for the equipment listed in Attachment 2.	See response to Question No. 152
179	Attachment 6 Relevant Experience Worksheet, Instructions, pg 2 of 2: Page 1 of Attachment 6 is titled "Relevant Experience Worksheet", however page 2 is titled Instructions – Past Performance Reference Worksheet.  Please confirm that the instructions on page 2 are for the Relevant Experience Worksheet.	Yes, page 2 is for the Relevant Experience Worksheet.
180	Section B, "Supplies or Services and Prices/Costs", B.3, "Schedule of Prices", RFP p2:  The descriptions of CLINS X002B and X003C both reference Attachment 2. Please clarify the difference between the two.	CLIN 0002 is not inclusive of labor hours  See the response to Question No. 149.
181	Section B.3 Schedule of Prices & Attachment 1:  Section B.3 has the estimated man-hours listed for each period of the contract; Attachment 1 has estimated man-hours of 150,000 for each period. Section B.3 and Attachment 1 do not match. What is the correct number of estimated man-hours for each period?	See the response to Question No. 111
182	Section B.3 Schedule of Prices & Attachment 1:  Schedule B and Attachment 1 X002B are requesting a quoted price for ODCs, Materials/Equipment/Maintenance. It also states that "These supplied will be listed on individual Task Orders and procured on a cost	See the response to Question No. 180

No.	Question	Response
	reimbursement basis). Will the government provide detail on which specific Task Orders are to have ODCs priced against and is a breakout by Task Order required?	
183	Section C - DESCRIPTION/SPECIFICATIONS/WORK STATEMENT, 2.1 – 2.10, pgs 8-10: Please confirm that numbering should be 3.1 – 3.10, rather than 2.1-2.10.	See the response to Question No. 84
184	Section C 3.b Technology Stack per Task: Section C does not have a 3.a., but there is a 3.b (Technology Stack per Task). Please confirm the numbering.	See the response to Question No. 84
185	Section C 8. Phase-Out Support: Shouldn't "8" and "8.1" be 6 and 6.1 instead? The number immediately preceding C 8. is 5. Phase-In Support.	This section will be renumbered as follows: 6. Phase-Out Support with 6.1 and 6.2 paragraphs. 7. Reports/Deliverables for Task Orders with paragraph 7.1.
186	Section C, "Description/Specifications/Work Statement, ITSS", 3.11 "Service Level Agreements (SLAs)", pg 10: Please clarify whether this is a work scope area for which the offeror is being asked to provide support, or is it a requirement that applies to all the task areas?	This information will be on the task order level.
187	Section F - Deliveries or Performance, F.10, "Staffing," (c), pg 23:  The RFP states, "A list of suggested labor categories has been provided in Section J, Attachment 1 for evaluation purposes. Please note that the titles of these categories are examples only." Does the government want the offeror to provide fully burdened labor rates for only those labor categories in Attachment 1, or does the government want the offeror to suggest changes to those labor categories if the offeror thinks it is	The contractor should price the labor categories in Attachment 1 and can propose additional labor categories with detailed descriptions and price at an hourly rate as the labor categories in Attachment 1.

No.	Question	Response
	appropriate?	
188	<p>Section H.6, page 32:</p> <p>Supervision of Contractor's Employees – This clause states, "Personnel assigned to render services under this contract shall at all times be employees of the Contractor or its subcontractor(s) and under the direction and control of the Contractor." May offerors assume the reference to "employees" includes temporary labor support and consultants (i.e. this statement does not preclude the use of these other labor resources)?</p>	Yes – anyone that works for the Offeror.
189	<p>Section L – "Instructions, Conditions and Notices To Offerors", L.15, "Proposal Requirements," (e) "Volume 1," Factors 1-2, pg 61-62:</p> <p>We understand that the Relevant Experience and Termination Worksheets do not count towards the 25 page count. Should the Relevant Experience Worksheets and Termination Worksheets be submitted within the Experience tab or as a separate tab in the technical volume</p>	Separate tabs within the Experience tab
190	<p>Section L -- INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS, L.15 Proposal Requirements, ( e) Volume I Factor 2 Management Approach, Key Personnel, pg 63: This paragraph states that "Offeror must submit a resume... job titles listed in clause H.9 (Key Personnel). However, H.9 is titled "Confidentiality of Information."</p> <p>Please confirm that the reference to Key Personnel should be H.8 rather than H.9.</p>	See answer to Question No. 158.
191	<p>Section L, "Instructions, Conditions and Notices To Offerors", L.15, "Proposal Requirements," f, Volume 2, Factor 4, "Price Proposal" , pg 64:</p> <p>The instructions with regard to what is to be included in the Pricing</p>	Section 11 on the SF-33 is what the USPTO included in the RFP.

No.	Question	Response
	Volume II are inconsistent compared to what is required in Section 11 of SF-33. Please confirm that all sections referenced in Section 11 of SF-33 should be included in the response.	
192	Section M -- Evaluation Factors for Award, M.1.4 (Factor 4), pg 64:  Please provide criteria for the pricing analysis that the Government will use in its determination of "fair and reasonable."	See answer to Question No. 160.
193	Section 2.Subfactors – Currency (Page 62): "For all references, each contract's value must be at least \$1,000,000 or more per year over the life of the contract."  Would the government change the terms from \$1 million per year to \$3 million per the life of the contract to accommodate the limitations of small business sole-source awards, which are usually capped at \$3.5 or \$4 million over a 3 or 5 year period?	No
194	(f) Volume 2 - Factor 4 - Price Proposal (Page 63): NOTE: Due to current significant budgetary constraints by the federal government, the USPTO is requesting that Offerors consider reduction or elimination the escalation of labor hours during the entire performance of this contract  Are we able to include a reasonable escalation on the labor rates?	Yes
195	Attachment 1 Price Tables: The Attachment 1 price tables include a dollar sign in the Estimated Man Hours column. Is the contractor to complete the table by entering a total dollar amount based on allocation of the total man hour estimate for each labor category?	Yes
196	L.15.e - Factor 1 details the need for a teaming plan when discussing the use of past performances from subcontractors. If an Offeror has teaming partners but will not be using their past performance references, is that Offeror still required to submit a teaming plan?	See the response to question No. 91
197	L.15.e - Factor 2 - Quality Control states "The Offeror shall provide a quality control plan consisting of information..." (emphasis added). Does the Government intend for offerors to submit a Quality Control Plan (i.e. a	As stated " <b>Quality Control</b> - The Offeror shall provide a quality control plan consisting of information on quality control and quality assurance



No.	Question	Response
	deliverable) or for the offerors to describe their quality control approach?	techniques planned to meet its requirements of Section C. The Offeror's proposed Quality Control Plan will be incorporated into the resulting contract." This Quality Control Plan is a subfactor for evaluation under Management Approach, Factor 2.
198	Attachment 1 lists the Estimated Man Hours at 150,000. This number does not match what was specified in Section B.3 of the RFP which states 183,519 hours in the base year. Could the Government please clarify.	See the response to Question No. 111
199	Does the Government require subcontractor letters of consent for release of subcontractor past performance information?	Yes
200	In section M.5, the RFP states, "...the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement." In the pricing attachments and the instruction to offerors, each offeror is asked to provide 3 rates for on-site, off-site, and a hybrid each with different G&A rate structures. Which rate structure of the three will be used by the government to determine the total price? Will it be the on-gov-site rates or the off-gov-site rates multiplied by the total hours in the attachments? If it is a combination of the two, what percentage of on-gov-site hours and what percentage off-gov-site hours will be used to determine the total price?	<p>a. 3  b. Yes – both on-site and off-site rates.  c. To be determined. The average of all three.</p> <p>See Amendment 0005 Section M.1.C.4</p>
201	Along with other bidders, we would like to note the discrepancy between the total hours in the B tables and the attachments, and ask that they be clarified. Is the contractor's total evaluated price going to be evaluated with the hour counts in the B tables or the 150,000hrs shown in the attachments?	See the response to Question No. 111.
202	B.3--How did the Government determine the number of man-hours for each of the Contract periods?	It was based on historical information the requirement.

No.	Question	Response
203	B.3--What is the basis for the increase in estimated man-hours in the Options 2-4?	See the response to Question No. 202
204	B.3--What is the Government using as a Full-Time Equivalent (e.g., 1880, 1920, 2000 hours) to arrive at the man-hours estimates?	2080 hours
205	B.3 and Base Contract Pricing Attachment--B.3 estimates 183,519 hours while the attachment shows 150,000 hours. Please explain or correct the discrepancy.	See the response to Question No. 111.
206	B.7--How will an approved rate change (up or down) impact the Ceiling Price identified in the award?	
207	Page 10 (SaaS)--Does USPTO currently use a COTS SaaS product on a virtual platform and, if so, what is the product?	
208	H.8 (Key Personnel)--Please confirm (or correct) that the Program Manager is NOT a direct billed position, but that the Quality Manager and Customer Service Manager are direct-billed positions. All three positions are identified in the pricing attachments, but "Program Management" is included in the rates proposed per B.5.	See answer to No. 151
209	H.19 (Page 41)--Please explain the scope of the System Certification and Accreditation package...is this for contractor-site networks/systems if Task Orders are performed remotely or for individual user access to USPTO networks for remote support or for some other reason?	Any Contractor's system that will interface directly with PTONet, the Contractor must have an approved C&A system.
210	M.1 2(c)--Are the "proposed equipment and supplies" identified here ODCs that the offeror should identify as tools and equipment recommended for performance, ODCs required in the contractor-site, or some other items?	
211	CLIN x003C--What is the Government's intent here in terms of the Contract Price proposal? Are we to price out all of the items in Attachment 2 at time of proposal or is this CLIN intended to be the labor	Yes. This CLIN 1003C is to be priced w/the proposal. CLIN 1003C is all inclusive of all resources to perform the hardware/software

No.	Question	Response
	required for the management and execution of the Hardware and Software Maintenance activities or some other concept?	maintenance at a fixed price.
212	Since Program Management at the contract level is included in the labor rates, what is the intent of the Program Manager rate in the Contract Pricing?	To be able to see what the rate is for the Program Manager.
213	Is the Program Manager or Project Manager labor category to be used as a Task Order Manager?	No
214	B.3 Schedule of Prices, CLIN 1001A pg. 2  Please clarify the number of FTEs. The number of hours specified in the amendment (183,519) does not result in a WHOLE number of FTEs (e.g., 96,97,etc.) either  Attachment 1 indicates the number of Hours to be 150,000. And the number categories listed is 34.	See response to Question NO. 111
215	B.3 Schedule of Prices, CLIN 1003C pg. 2: Are contractors responsible for acquiring the H/W and S/W in Attachment 2.	No
216	20. B.3 Schedule of Prices, CLIN 1002B pg. 2  Please Clarify the requirements for CLIN 1002B ODC's . Will this CLIN only be bid at the Task Order Level.	Yes
217	21. B.3 Schedule of Prices, CLIN 1003C pg. 2: Please clarify the requirements for CLIN 1003C. It is recommended that this CLIN be also bid at the Task Order Level. Pricing for equipment support will change over time.	See the response to Question No. 211
218	22. B.3 Schedule of Prices, CLIN 1003C pg.2	Duplicate- Reference No. 211

No.	Question	Response
	CLIN x003C--What is the Government's intent here in terms of the Contract Price proposal? Are we to price out all of the items in Attachment 2 at time of proposal or is this CLIN intended to be the labor required for the management and execution of the Hardware and Software Maintenance activities or some other concept?	
219	23. Pg.2: Since Program Management at the contract level is included in the labor rates, what is the intent of the Program Manager rate in the Contract Pricing?	Program management is for the overall management of the contract which includes normal administrative duties, which may be overhead and indirect charge. A Program Manager is a direct charge and if ordered, will apply at the task order level.
220	24. Pg.2: Is the Program Manager or Project Manager labor category to be used as a Task Order Manager?	No
221	What are the exact requirements for CLIN 1003C?	This is CLIN is for maintenance of the equipment in Attachment 2.
222	Where in the RFP are the exact requirements for CLIN 1003C detailed?	See the response to Question No. 221.
223	Section L.17 of the RFP indicates no joint ventures. What is the Governments acceptance of Teaming Agreements?	See the response to Question No. 91
224	Section L.17 of the RFP indicates no joint ventures. What is the Governments acceptance of a Prime/subcontractor arrangement?	See the response to Question No. 91.
225	ITSS-01 indicates the Government will not be providing desktop workstations and mobile phones. Why?	It is the Government's decision not to provide workstations and mobile phones for the Offeror to perform the requirements under this contract.
226	Attachment 1, Section B is unclear to us. Are the Offerers to simply provide an hourly rate for each skills classification?	Yes

No.	Question	Response
227	Why is CLIN 1002B included on the pricing attachment if it does require the Offerer to include a value?	When there is a need to use this CLIN, you will be able to refer to the CLIN number. Also see the response to Question No. 149.
228	As the set aside is WOSB, will the Government consider permitting the due date to be extended to allow the small businesses adequate time to prepare an effective and quality proposal?	The Government is extending the due date, but not due to the socio-economic status of the set-aside.
229	<p><b>Section L.15 (e) of the ITSS_RFP_NO__DOC52PAPT1300018</b></p> <p><b>Quote from the RFP is re-produced as follows;</b></p> <p><i>“Three (3) of the five (5) contract references, must be for work that the Offeror performed and completed as a prime contractor.”</i></p> <p>As an offeror, due to <b>size, scope, complexity, criticality and the level of effort</b> (approximately 200,000 man-hours) of this solicitation we would like to recommend – <u>if the Government may change the requirement for the PRIME Offeror to provide FIVE (5) PRIME Past performances instead of THREE. Please advise if the recommendation is acceptable?</u></p>	The prime must submit at least 3 which they performed as a prime; however, it does not prohibit the prime from submitting all 5 references in which they performed as a prime. All five (5) references must cover all areas listed in Section C.3 entitled “Scope of Work”.
230	Will the government extend <b>the deadline</b> for receiving the responses for the RFP?	Yes
231	Phase out: Does the incumbent provide any <b>Phase-Out Support documentation?</b>	Read the Phase-Out Support in Section C, which is now No. 8
232	Can anyone from USPTO provide phase-out support prior to the start of the task order?	Read the renumbered no. 8 in the statement of work entitled “Phase-Out Support”.
233	Please confirm the award is only based on superior experience, management approach, and past performance as mentioned in <b>Section</b>	The award will be based upon all information contained in “M.3 “BEST VALUE” DETERMINATION AND CONTRACT AWARD” of the RFP and the

No.	Question	Response
	<b>M.3.</b> Having of <b>key personnel</b> from existing contract in the response would make it stronger?	Government will follow the evaluation criteria as set forth in the RFP.  It is the Offerors' business decision as to what information they may include in the response to this RFP.
234	Would you expect 20% to 30% of key people from the expecting contract? If so, can you give a rough percentage of incumbent people you see expect to see?	We do not understand this question. If you are referring to the nondisplacement of qualified workers (i.e. FAR 52-222.17), this requirement is not subject to the Service Contract Act.
235	Would your organization give importance to Relevant Professional Certifications?	Professional Certifications are not required under any of the evaluation factors.
236	Are the contractors responsible for all <b>Upgrades, Updates, Service Packs, Patch Levels, Hot Fixes, and Security Updates</b> ? Or would you bring on Vendor Consultants for complicated issues?	
237	Please confirm that the packaging slips details for all the equipment is recorded electronically	Question is not clear what equipment is expected to have packaging slip details or when they might be recorded electronically.
238	Please confirm that the maintenance is scheduled <b>during off hours</b> ?	Yes, maintenance is regularly scheduled to occur during off-hours. However, "emergency maintenance" may be performed during work hours if required. Routine maintenance hours are subject to change on a day to day basis and based upon the type of maintenance being performed.
239	Does USPTO <b>have 24 X 7</b> operations?	Yes
240	HAT soft ware is used to maintain <b>Recording Change Management</b> ?	No
241	CLIN 1002 B, 2002B, 3002B, 4002B, 5002B - Necessary Other Directs Costs (ODC's), Material/Equipment/Maintenance (These supplies will be identified in individual Task Orders). See Attachment 2 entitled "List of Equipment requiring Hardware and Software Maintenance".	A <b>ceiling</b> will be established on each individual task order as they are awarded.

**Comment [A1]:** Will there be a ceiling established at the contract level?

No.	Question	Response
	We recommend that the Government provide a Not to Exceed price for the above CLINS which can vary from task orders. Currently it is only the incumbent who will have an unfair advantage over the other bidders due to their internal knowledge. Please advise if our recommendation is acceptable. <b>YES/NO?</b>	
242	<p>- CLIN 5003C - The Contractor shall furnish the services at the fixed price identified in CLIN 1003C, 2003C, 3003C, 4003C, 5003C - identified above, entitled " Hardware and Software Maintenance. The specified fixed price shall include wages, overhead, general and administrative expenses, and profit</p> <p>We recommend that the Government provide a Not to Exceed price for the above CLINS which can vary from task orders. Currently it is only the incumbent who will have an unfair advantage over the other bidders due to their internal knowledge. Please advise if our recommendation is acceptable. <b>YES/NO?</b></p>	See the response to Question No. 241
243	<p>2.1. Data Maintenance</p> <p>2.1.1. Provide support for the timely and accurate transferring, loading, processing, updating and validating of USPTO domestic and foreign data to a diverse number of Automated Information Systems (AIS). Provide data and system related troubleshooting support and software/system analysis support.</p> <p>Can the Government please advise how data quality is managed currently. What tools are used and what are the specific pain points that have surfaced in the recent past which requires improvement?</p>	This information is not necessary to respond to the RFP
244	<p>2.8. Software as a Service (SaaS)</p> <p>2.8.1. Provide technical services for USPTO developed and customized applications, as well as, Commercial-off-the-shelf (COTS) applications that reside above the infrastructure platform. Provide support for installation, deployment, configuration, administration, maintenance, patching, upgrades, troubleshooting, testing and all security aspects.</p> <p>Does the Government have Standard Operating and Maintenance procedures and a well-defined CM plan to capture any changes for the <b>SaaS services? What tools are being used? Can you please throw some light?</b></p>	This information is not necessary to respond to the RFP

No.	Question	Response
245	<p>3.11 Service Level Agreements (SLAs)  3.11.1. In support of USPTO's dynamic 24X7 operating environment and stringent requirements of the Program Offices, the OCIO has imposed service level agreements on a number of activities - specific to each task. The specific details of the SLAs will be identified in each task order(s) due to the volume, complexity and criticality of the SLAs.</p> <p><b>Can the Government please share a sample copy of the current SLA's</b> so that the criticality and severity of the SLA's could be understood prior to bidding. This will eliminate an advantage that the incumbent contractor may have.</p>	<p>See Attachment 5 that contains all of the task orders.</p>
246	<p>With reference to H.16A – Please identify if any foreign travel is anticipated and if yes, then historically can you please provide the number of hours such travel has taken and to which countries are such travel anticipated. Also are there US embassies in such countries as the Government may identify. If the answer is NO to the above questions. Will the Government considering deleting this clause in <b>its entirety</b>?</p>	<p>Travel Costs, whether CONUS or outside of CONUS, will apply and will be included at the task order level. While Foreign travel is not anticipated at this time, it is always a possibility in the future. The USPTO will not delete this clause.</p>